

REMARKS

Claims 1-3 and 5-13 are pending in this application. Claim 1 has been amended.

Claims 1-3, 5-13 were rejected under 35 USC 101 as being directed to non-statutory subject matter because they fail to meet the legal requirements of a "process". A Section 101 process must either (1) be tied to another statutory class (such as an apparatus) or (2) transform underlying subject matter (such as an article or materials) to a different state or thing. Claim 1 has been amended to include the limitation "a computer-implemented method for assessing content management within an organization" and thus the method is tied to an apparatus, a computer.

Claims 1-3, 5-14 were rejected under 35 USC 103(a) as being unpatentable over Gjendem, B2E Business to Enterprise, PriceWaterHouseCoopers, Jan. 2, 2001, pg. 1-38 ("Gjendem") in view of Kettinger and Teng, Aligning BPR to Strategy: a Framework for Analysis, Long Range Planning, Vol. 31, No. 1, 1998, pg. 93-107 (Kettinger1) further in view of Hajmiragha (US patent 6,289,460). The Examiner stated that Gjenden in view of Kettinger 1 did not explicitly teach using a customizable and collection-enabled workbook with an ordered set of templates specifically designed for gathering and performing the identification steps of claim 1. The Examiner cited Hajmiragha, in the analogous art of document management system for teaching this (citing col. 5, lines 21-38, discussing customized sets of community, company and user level templates; Fig. 2, ref. 104, correspondence manager) and that it would have been obvious to one of ordinary skill in the art to modify Gjenden in view of Kettinger1 to include the teaching of Hajmiragha because the claimed invention is merely a combination of old elements, and in the combination each element would have performed the same function as it did separately, and one of ordinary skill in the art would have recognized that the results of the combination were predictable. Applicants respectfully disagree.

Claim 1, as amended, claims a computer-implemented method for assessing content management within an organization, comprising: using a first workbook with an ordered set of templates specially designed for gathering and identifying business critical information across processes and groups within the organization and for collecting and recording unrecorded

business critical information, wherein business critical information comprises recorded information stored in the form of web content, electronic documents, paper documents and digital media and unrecorded information; using a second workbook with an ordered set of templates specially designed for gathering and identifying transactions between users within the organization which are associated with the business critical information; using a third workbook with an ordered set of templates specially designed for gathering and identifying major value chain processes within the organization for managing the business critical information and their associated transactions; wherein each workbook may be customized for a particular customer, organization, industry and other defined conditions, and used for collecting and recording unrecorded knowledge and recorded knowledge within the organization; analyzing the role and flow of the business critical information and their associated transactions within the major value chain processes across organizational groups within the organization to develop a set of modifications to the major value chain processes for achieving an optimized flow; measuring the flow of the business critical information and their associated transactions through the major value chain processes across the organizational groups within the organization to determine a baseline flow for the business critical information; and modifying the major value chain processes in accordance with the set of developed modifications and measuring the flow of the business critical information and their associated transactions through the modified major value chain processes until the optimized flow has been achieved.

Applicants' method solves the problem of assessing content management which assesses all relevant information in an organization, both recorded and unrecorded. Applicants' method uses a workbook with an ordered set of templates which is used for collecting and recording both unrecorded knowledge and recorded knowledge within the organization. As noted by the Examiner, Hajmiragha teaches a document management system, which is an analogous art. Nothing in Hajmiragha teaches or suggests collecting and recording unrecorded knowledge. Indeed, Hajmiragha only focuses on document, recorded information. A significant portion of knowledge in an organization is unrecorded, and missed by Hajmiragha.

While Hajmiragha may generically teach the use of "templates", nothing in Hajmiragha

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teaches or suggests a method for assessing content management within an organization which comprises, in part, “using a first workbook with an ordered set of templates specially designed for gathering and identifying business critical information across processes and groups within the organization and for collecting and recording unrecorded business critical information, wherein business critical information comprises recorded information stored in the form of web content, electronic documents, paper documents and digital media and unrecorded information”.

Claims 1-3 and 5-13 are believed to be in condition for allowance. No additional fee is believed to be required for this amendment; however, the undersigned Xerox Corporation attorney hereby authorizes the charging of any necessary fees, other than the issue fee, to Xerox Corporation Deposit Account No. 24-0025.

Reconsideration of this application and allowance thereof are earnestly solicited. In the event the Examiner considers a personal contact advantageous to the disposition of this case, the Examiner is requested to call the undersigned Attorney for Applicant, Jeannette Walder.

Respectfully submitted,

/Jeannette M. Walder, Reg. #30,698/

Jeannette M. Walder
Attorney for Applicant
Registration No. 30,698
Telephone: 714-565-1700

Xerox Corporation
Santa Ana, California
Date: 1/7/2009